



A Secure,
Online Health-
management Tool
for our patients provided by
Mt. Ascutney Hospital and
Health Center in partnership
with Cerner Health.

Frequently Asked Questions

IS MY INFORMATION SECURE ON *myMAHHC* PATIENT PORTAL?

Yes, it is very secure and HIPAA compliant. It is your responsibility to protect your Username and Password.

HOW DO I GET ACCESS TO *myMAHHC* PATIENT PORTAL?

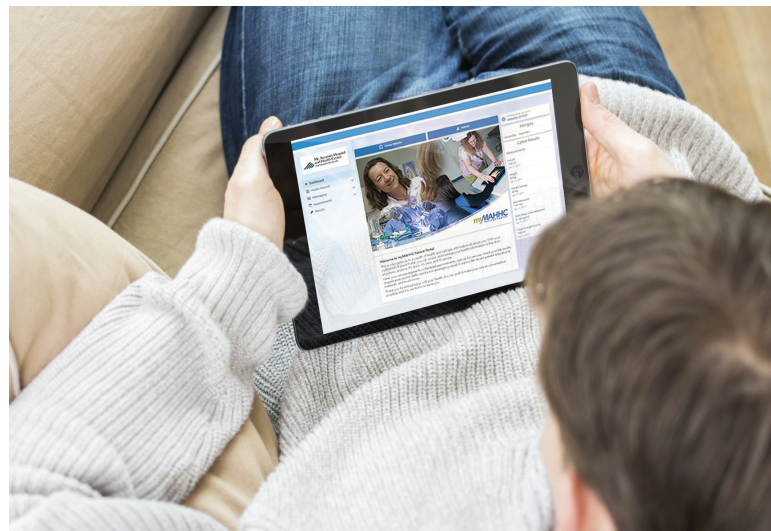
If you have received services by any of Mt. Ascutney Hospital's providers, in Windsor or at our Ottauquechee Health Center in Woodstock or other locations; you may request Portal access.

- To sign up for your own account (ages 12-17), use the self-enrollment available on our website;
 - at mtascutneyhospital.org
 - or during a visit to the clinic or hospital
- You will be sent an email invitation to the email address you have provided.
 - Please monitor your 'junk mail' folder.
 - The invite is good for 90 days. If it expires, then you need to ask for a new invitation to be sent.
 - Complete the steps in the invitation to gain access to your health portal.

CAN I ALLOW OTHERS TO ACCESS MY ACCOUNT?

- Yes, they get their own invitation to setup "proxy" access to your account
- Patients age 0 to 11: No access for the child. Only the parent(s)/ legal guardian is allowed access as a proxy.
- Patients age 12 - 17: The parent/legal guardian may have limited proxy access to their teen's account.
- Patients age 18 or older: May have their own access and may grant proxy access to any other adult(s).

myMAHHC
PATIENT PORTAL



A secure, online health-management tool

With **myMAHHC** Patient Portal, you will find all your healthcare information in one place, and be able to access it 24/7 through your personal, easy to use online web portal.



myMAHHC Works for You

AVAILABLE AT YOUR CONVENIENCE

We understand your time is valuable. **myMAHHC** Patient Portal makes time-consuming tasks simple... a few clicks, and you're done.

- Access complete health information online
- View and print your health information
- View and manage your appointments
- Pre-register for scheduled appointment
- Request prescription renewals
- Ask non-emergency questions to your healthcare team
- Pay your bills online
- View patient education materials
- View your lab results

YOU CHOOSE THE WHEN AND WHERE

Access to myMAHHC Patient Portal is on your schedule, whether at home, on vacation, or at another medical office.

- Use myMAHHC Patient Portal from anywhere using a browser
- Access from your smartphone or tablet
- Manage information around the clock, without waiting

KEEP THE MOST IMPORTANT PEOPLE IN THE LOOP

You can connect with your providers and keep your family informed at the same time.

- Exchange messages with your provider between visits
- Give authorized family members access to your health information

myMAHHC
PATIENT PORTAL



Sign up in a way that's right for you.
You can submit your enrollment information:

1. **ONLINE:** To register or get more information, visit mtascutneyhospital.org, and click the "myMAHHC Patient Portal" link.
2. OR BY EMAIL: mymahhc.portal@mahhc.org
3. OR BY MAIL: Mail this card
4. OR IN PERSON during a visit to the clinic or hospital

MAIL TO: Mt. Ascutney Hospital and Health Center
289 County Road
Windsor, Vermont 05089

- Yes, I would like to sign-up for myMAHHC**
 No, I do not want to sign-up

Name: _____

Date of Birth: _____

Email: _____

Last 4 Digits of SSN: _____

This will serve as your private PIN to initially access your personal portal at which point you will set up a password